

# CRISIS CONNECTIONS

## JOB DESCRIPTION

### Clinical

**POSITION TITLE:** Crisis Services Clinician – Overnight

**JOB SUMMARY:** Graveyard Crisis Services Clinician Supervisor has full responsibility for operations of the Crisis phone room during their shift. This responsibility includes supervision of the phone workers, all clinical interventions, Hospital Authorization line, Triage line, and ensuring that all documentation is complete and accurate.

**QUALIFICATIONS AND EXPERIENCE NEEDED:**

- Mental Health Professional status per WAC 388-865-0150.
- Master's degree in social sciences and two years' supervised experience working with individuals with severe and persistent mental illness.
- Prefer experience in King County Public Mental Health System
- Evidence of ability to develop and maintain effective working relationships
- Evidence of strong clinical skills
- Evidence of supervisory skills
- Evidence of ability to work effectively in a stressful environment
- Evidence of ability to work with a team of clinical staff and volunteers
- Evidence of ability to work independently

**SUPERVISORY RESPONSIBILITIES:** Crisis phone workers and Crisis Intervention Specialist (CIS) on assigned shift as Crisis Supervisor.

**SALARY:** \$22/per hour plus \$4/hour differential rate

**POSITION REPORTS TO:** Crisis Line Manager or Hospital Authorization Manager

**DATE UPDATED:** 06/21/2019

**TO APPLY:** Send resume and cover letter to [jwinslow@crisisconnections.org](mailto:jwinslow@crisisconnections.org)

**Crisis Connections is an equal opportunity employer. We value having employees whose skills, experience and background reflect the diverse populations we serve.**

## **JOB COMPETENCIES**

### **Definitions:**

- a. **Phone Worker** refers to staff or volunteers who provide crisis intervention through telephone or on line support.
- b. **Call or Caller** refers to any person accessing support through telephone or on line services.

### **Crisis Supervisor Responsibilities**

1. Responsible for the direct supervision of Phone Workers and general oversight and direction of other staff in the phone room during scheduled shifts. This will include close monitoring and coaching of Phone Workers, assigning and reviewing tasks of the Crisis Intervention Specialist (CIS), and providing consultation and direction to other clinical staff when engaged in crisis room work.
2. Supports the CIS with ongoing and immediate feedback as well as gives input to CIS supervisor for formal evaluation.
3. Conducts formal evaluations of Phone Workers in a timely manner and provides ongoing feedback to Volunteer Services Manager regarding Phone Worker performances including discipline and commendation.
4. Ensures that all policies and procedures are followed by phone room staff.
5. Ensures that all services delivered are consistent with compassionate, respectful, professional and recovery-oriented services.
6. Responsible for handling of crisis calls, assessing for risk of harm, mental illness and ensuring that best clinical intervention practices are implemented.
7. Assists phone workers in identification of clients of agencies for which we provide after-hours telephone support, ensuring that case plan is follow appropriately.
8. Assists phone workers in identification of callers who are known to Crisis Line and may have case plans on file.
9. Ensures that all calls are documented accurately and completely.
10. Contributes to a phone room atmosphere that is professional, congenial and respectful.

### **Mental Health Triage Responsibilities**

1. Responsible for calls to the Designated Mental Health Professional public line, assessing for risk of harm, ensuring the best clinical intervention practices are implemented.

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2. Provides emotional support to callers while being attentive to crisis and suicide intervention strategies.
3. Identification of callers who may be enrolled with a community mental health center by accessing the King County Client Lookup System (CLS).
4. Provides quality customer service to all callers while being attentive to handling each call with dignity and respect.
5. Ensures that all calls are documented accurately and completely.
6. Offers support to Crisis Supervisor during busy times and/or as requested which may include assisting phone workers with sound clinical judgment while they are on a call.
7. Contributes to a phone room atmosphere that is professional, congenial and respectful.

### **Hospital Diversion and Authorization Responsibilities**

1. Answers the Hospital Authorization Line, screening referrals for medical necessity eligibility using Adult and Child Level of Care Utilization Screening Systems (LOCUS and CALOCUS).
2. Contacts the psychiatrist according to the on-call schedule for all adult and pediatric denials, for pediatric authorizations under the age of 6, and other situations as appropriate.
3. Accurately and fully conveys all necessary information, confirms and fully records reasons for denials.
4. Considers alternatives to hospitalization and enlists psychiatric consultation when appropriate.
5. Accurately and thoroughly completes and maintains all required paper documentation and electronic data entry.
6. Completes all authorizations within two hours of receiving complete referral information and meets all timeline requirements, completing data entry and paper document dissemination for all authorizations within daily shift.
7. Appropriately refers requests for retrospective reviews, length of stay extensions, etc., to Program Manager.
8. Participates in quality assurance process, including documentation review and peer consultation, and keeps current on HA procedures.
9. Responds to quality assurance review of completed screenings, makes necessary adjustments, per the QA tool, and returns QA tool in the expected timeframe.
10. Offers support to Crisis Services Coordinator during busy times and/or as requested which may include assisting phone workers with sound clinical judgment while they are on a call.
11. Contributes to a phone room atmosphere that is professional, congenial and respectful.

### **Utilization Review Responsibilities**

- **Hospital Stay Coordination**

1. Reviews authorization information, identifying, investigating and correcting any inaccuracies or inconsistencies found.
2. Generates authorization or denial documentation.
3. Routes authorization certification and denial documentation to inpatient treatment facilities, meeting timeliness requirements.
4. Coordinates retrospective reviews by receiving review requests, gathering and disseminating documentation as necessary, coordinating with the Medical Consultant and/or King County and notifying appropriate parties of the final determination.

5. Makes length of inpatient stay, extension and administrative day determinations, based on patient diagnosis, medical necessity, treatment plan and other considerations, using clinical judgment and accessing psychiatric consultation as appropriate.
6. Completes Retrospective Hospital Authorizations through case review and makes authorization and denial determinations based on medical necessity using screening guides, LOCUS and CALOCUS assessment tools, knowledge of WAC, County Policies and Procedures.
7. Assists in appeals with appropriate data dissemination and information sharing.
8. Takes appropriate measures to ensure proper client confidentiality at all times.
9. Completes and maintains all required documentation and data entry.
10. Participates in program meetings and planning.

- **Authorizing**

1. Establishes and maintains thorough working knowledge of Provider One Billing System, King County Client Locator System/Inpatient Application, Adult and Child Level of Care Utilization Screening Systems (LOCUS and CLOCUS) and Crisis Connections's Community Resource System.
2. Answers the Hospital Authorization Line and/or responds back to the referring party in a timely and helpful manner.
3. Obtains all necessary eligibility, screening and assessment information from the referring party, discusses treatment plan including possible alternatives to hospitalization and coordinates diversion as appropriate.
4. Contacts the psychiatrist according to the on-call schedule for all adult authorization denials, child authorizations, child authorization denials and other situations as appropriate. Accurately and fully conveys all necessary information and confirms and records reasons for all denials.
5. Makes authorization and denial determinations based on medical necessity using screening guides, LOCUS and CALOCUS assessment tools, knowledge of WAC, County Policies and Procedures, alternative treatment resources and clinical judgment in consultation with psychiatrist as necessary.
6. Provides information regarding processes for retrospective reviews, requests for length of stay extensions, etc., as needed.
7. Maintains knowledge of current exceptions to medical necessity requirements for psychiatric admission.
8. Accurately and fully completes and maintains all required paper documentation and electronic data entry.
9. Participates in quality assurance process, including documentation review and peer consultation.
10. Completes all authorizations within 1 hour of receiving complete referral information.
11. Meets all timeline requirements and completes data entry and paper document dissemination for all authorizations within daily shift.
12. Contributes to a phone room atmosphere that is consistent with delivery of compassionate, respectful and professional services.
13. Attends workshops and seminars as approved in order to meet WAC standards, and keeps updated on current professional literature and trends in mental health field.

### **One-Call Triage Responsibilities**

1. Answer calls from first responders 24/7 in a time sensitive manner.
2. Obtain key information from first responder regarding individual.
3. Look up ECLS/EDIE and other electronic system to determine supports or resources client may be connected to.
4. Provide diversion or any less restrictive option to first responder in real time
5. Initiate a warm connection to the identified resource
6. Complete documentation in BHO log and EHR
7. Complete notification (fax, secure email or other) to receiving agency.
8. Track disposition and ongoing progress (closed loop referral)

**Lifeline CSC**

1. Supports the LL CIS with ongoing and immediate feedback as well as gives input to CIS supervisor for formal evaluation.
2. Responsible for handling of crisis calls, assessing for risk of harm, mental illness and ensuring that best clinical intervention practices are implemented.
3. Ensures that all calls are documented accurately and completely.
4. Provide Quality Assurance to the National Suicide Safety Assessment forms.
5. Contributes to a phone room atmosphere that is professional, congenial and respectful.
6. Answers the business line.

**Community Consultation and Linkages**

1. Provides professional consultation to callers on the business line regarding access to the mental health system, crisis intervention, suicide intervention and other mental health topics as needed.
2. Completes Client Lookup System (CLS) search inquiries, discloses information only to callers who have a right to access CLS information according to policy guidelines and documents each CLS search.
3. Ensures completion of appropriate screening and linkage to Next Day Appointments, Children's Crisis Outreach and Response System, Mobile Outreach Team, Geriatric Regional Assessment Team, Designated Mental Health Professionals and other outreach services for callers requesting those services.
4. Ensures that all activities are documented accurately and completely.

**Training and Professional Development**

1. Prepares and delivers training to volunteers and in the community as negotiated with the Director of Crisis Services and Volunteer Services Manager.
2. Maintains required registration and keeps updated on current professional literature and trends in mental health field.
3. Maintain a minimum of 12 hours of training per FTE on approved topics relevant to the job function.
4. Attends Crisis Services and Hospital Authorization staff meeting.

**Quality and Quality of Work/Work Habits**

1. Arrives at work on time and maintains regular attendance; working assigned shifts and other shifts when needed.
2. Participates with the on-call pager rotation with the clinical team as assigned.
3. Follows personnel policies and procedures.
4. Written and verbal communication is clear, concise, accurate and thorough.

5. Demonstrates genuine relationships by cooperating with others, handling disagreements directly with the person(s) concerned in a truthful and open manner, and accepting constructive feedback. Shows respect to co-workers, volunteers and customers/clients.
6. Meets regularly with supervisor and as needed.
7. Makes appropriate use of supervisor.
8. Promotes a healthy work environment by demonstrating collaborative decision-making and team-building behaviors; provides peer support, and motivates staff and volunteers to outstanding performance.
9. Suggests solutions to identified problems.